

CHUCK e. FOCUS

Week 5 – February 8, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Irving, TX #081	\$20,820	\$42,007	101.8%
2.	Doylestown, PA #762	\$13,679	\$25,359	85.4%
3.	Jackson, TN #667	\$13,224	\$23,107	74.7%
4.	North Hills, PA #544	\$20,362	\$33,094	62.5%
5.	King of Prussia, PA #543	\$28,799	\$18,019	59.8%
6.	Laguna Hills, CA #378	\$20,925	\$33,221	58.8%
7.	Asheville, NC #638	\$18,844	\$29,435	56.2%
8.	Olathe, KS #665	\$17,158	\$26,639	55.3%
9.	Burnsville, MN #793	\$17,783	\$27,450	54.4%
10.	LV Nellis, NV #313	\$25,246	\$38,622	53.0%

Tesser Re-Models:

1.	Houston, TX #032	\$22,751	\$40,431	77.7%
2.	Indy Castleton, IN #096	\$27,864	\$44,172	58.5%
3.	Fort Smith, AR #301	\$29,237	\$44,753	53.1%
4.	Lubbock, TX #933	\$17,026	\$25,703	51.0%
5.	Las Vegas SE, NV #311	\$18,170	\$26,951	48.3%



CONGRATULATIONS TO ALL OF OUR newest Team2 Trainers!



Denny Lynch District



Cindy Light District



Frank Ramirez District



Eric Borgas District



Eric Borgas District

a&b moments...

My wife and I have brought our 2 boys who have cerebral palsy into your facility during your special needs day and time. We are so impressed with this event that we have told all the parents of special needs kids we know. We are especially impressed with two young men you have working for you, Christian and Ethan. These boys were very **respectful** and **helpful** during the last 2 visits. Because of their help and curtesy we **have decided to host our twins birthday at your facility in April**. Thank you for caring for the special needs community.

Western Region
Littleton, CO #115
RVP Jim Brawley
DM John Chudzinski
GM Samuel Peterson
Cast Members Christian and Ethan

We had a birthday party here for my son, James, today at 12:30. While it was hectic (as expected), I wanted to take the time to ask you to please recognize one of your employees. Leanne was amazing! **She truly is unique**. This is the 2nd party we have hosted here, and each time we were lucky to get the most wonderful ladies. Leanne was **attentive, calm, (when I was stressed)**, energetic, beyond helpful, and just so kind. **She did everything I asked for and more**. She has more patience than I could dream of. We also had a manager constantly checking in on us plus one at the end of the party. Leanne deserves an award and everything else positive you can give her. I couldn't have asked for a nicer woman to help me. She did it all. Thank you, Leanne! Our family loves you and appreciates you.

Northeast Region
Edison, NJ #487
RVP Chris Kelly
DM Yuri Pena
GM Matthew Oppenheim
Party Server Leanne

On Thursday my wife and I took the grandchildren for some fun at this location. We were amazed at the **security, cleanliness of the restrooms, dining and play areas, as well as all the game machines**. The staff was very courteous and helpful, and the food was hot and served timely. I spoke with a gentleman named Jason who told me he was the Manager. I told him how well we thought the place was being run and complimented him for their **hard work in maintaining the place in such an excellent condition**. I observed Jason supervising the staff several times and I could tell he **has his heart in his job**. I was previously a property manager in a high-rise office tower in downtown charlotte for many years, so it is natural for me to be observant of the qualities of the places I visit and the people who work there. We will certainly recommend this Chuck E. Cheese to all our friends who have children. Kudos to Jason and his entire staff!

anniversaries

20+ YEARS

25 YEARS

Chris Smith

Tech Manager ~ 742

25 YEARS

Luis Montes

General Manager ~ 852

20 YEARS

Bryson Seymore

General Manager ~ 671

15 YEARS

Paige Ruiz ~ 542

Troy Reisner ~ 583

Steven Young ~ Parts Admin

10 YEARS

Dan Kent ~ 553

5 YEARS

Brett Aday ~ 366

Marco Paz ~ 421

Andrew Longoria ~ 565

Jessica Willis ~ 608

Southeast Region
Charlotte, NC #064
RVP Bill Eich
DM Hashem Saadat
GM Jason Jurado

PIN earners



Congratulations to Team Ellisville #947, as they award their next Ruby Pin earner, Brian Reid! Brian joined the Chuck E. family just 3 MONTHS AGO, and already he has proven his love for the brand, kids, and what he does by earning his Ruby Pin! Brian is always going above & beyond, and always connects with the kids by talking to them and to the birthday parents, encouraging them to get engaged as well. Brian always has a smile on his face and makes every moment magical. Thank you Brian, for all you do. Your Ruby Pin is very much deserved!

~ Brian was a great host, he interacted so well with all the kids and was very friendly & helpful. Everything was on time, ran smooth and the kids and adults all had fun. Thanks so much! ~

~ Brian was wonderful! Will request him in the future for sure! ~

~ Brian was an amazing party coordinator! I would recommend him to anyone. He made our party so special. ~

Congratulations to Team Chicago #063 as they award their first Ruby Pin Earner, Julissa Cruz! Julissa joined the Chuck E. family 2 ½ years ago, and you can tell how much she truly loves what she does. Julissa is always trying to accommodate exactly to the birthday parents needs. She consistently checks up to make sure everything is ok, and is always engaging and interactive with the kids. Thank you Julissa, for all you do. Your Ruby Pin is very much deserved!

~ Julissa hosted our party to perfection! ~

~ Love it Julissa was the best. She gave the best party and made sure we were comfortable. ~

~ Julissa did an excellent job. Second time here and it was lovely! ~

~ Julissa was absolutely amazing she never left my side for too long. She made sure my food came out hot and in a timely fashion. I will be returning and asking for her specifically. ~



Congratulations to Team Naperville #097 as they award their first Ruby Pin Earner, Thierron Adams! Thierron joined the Chuck E. family 2 years ago, with a smile on her face and spirit in her heart. She quickly realized how much she LOVES birthday parties, and the rest is history! Thierron is sure to always maintain a positive attitude and she is always trying her best to make every party the best party ever. Than you Thierron for all you do, your Ruby Pin is very much deserved!

~ Thierron was very easy to work with and she kept the kids interested and engaged. ~

~ Thierron was wonderful! She did everything and always had a smile. ~

~ My hostess was very accommodating and helpful. The VIP environment was perfect for my son and his other special needs friends. ~

Congratulations to Team Las Vegas #314 as they get to award their first Ruby Pin Earner, KaMan Alvarez! Kaman joined the Chuck E. family 3 ½ years ago, and she LOVES hosting birthday parties! KaMan is always sure to connect with all of her party guests in a special way and give them 110% every time. She takes pride in the service she provides and always treats everyone not just as guests but as if they were a part of our Chuck E. family. Thank you KaMan for all you do, your Ruby Pin is very much deserved!

~ Our hostess KaMan was amazing! She took care of everything, answered any questions we had, and made sure my daughter felt special on her special day. Definitely the best birthday ever. Thank you!

~ KaMan was amazing! I really liked how attentive she was. I forgot to leave her a tip and wish I knew how to go about doing so. The games were fun, all the staff was friendly and helpful thank you all for making it an amazing day for my daughter I will be back next year for two more parties. ~

~ Our party coordinator/host was very enthusiastic and helpful. She kept us on time and provided everything we asked for. It was an easy and enjoyable experience. We appreciate the attention that Chuck E. gave to our 3 year old as he currently LOVES Chuck E. Thanks again. Easy, not overly expensive, great pizza and awesome service. ~





sales contest

**Rock N' Pizza Roll
Restaurant Sales Contest
2 week to go!**

Leading Restaurants Per District

Cindy Light

1. Long Beach, CA #769

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Rohnert Park, CA #399

Patricia Cedillo

1. San Diego, CA #441

Tim Kerum

1. El Monte, CA #428

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Northridge, CA #451

Frank Cassar

1. Langley, BC #847

Tony Reynolds

1. Anchorage, AK #589

Todd Bell

1. Springfield, MO #742

Louis Deignan

1. Henderson, NV #314

Adam Shafran

1. Concord, CA #379

Denny Lynch

1. Topeka, KS #961

Chad Estrada

1. Flint, MI #323

Daniel De Los Santos

1. Queens, NY #513

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. Poughkeepsie, NY #505

Dan Bessemer

1. Wilmington, DE #954

Mike Svoboda

1. Laurel, MD #087

Yuri Pena

1. Jersey City, NJ #484

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Batavia, IL #349

Ali Elali

1. Dearborn, MI #359

Richard Balboni

1. Warwick, RI #645

Eric Montes

1. Edina, MN #797

Susan Jensen

1. Virginia Beach, VA #548

Jon Fiorentine

1. Snyder Plaza, PA #450

Dustin Gasper

1. Milwaukee, WI #842

Eric Bargas

1. Longview, TX #599

Nestor Rivera

1. Jacksonville, FL #062

Frank Ramirez

1. Woodlands, TX #572

Hashem Saadat

1. Albermarle, NC #039

Anthony Chapa

1. OK City NW Hwy, OK #889

Bill Pressel

1. Bandera, TX #593

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Houma, LA #706

Jim Hamblen

1. Gastonia, NC #635

Daniel Smoote

1. Waco, TX #856

Peter Panunzi

1. Sunrise, FL #434

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Athens, GA #612

Michele Beavan

1. Greenwood, IN #346

Maurice Chandler

1. Memphis, TN #970

Leading Restaurants per Region

Southeast Region

1. Memphis, TN #970
2. Sherman, TX #857
3. St. Petersburg, FL #460

Northeast Region

1. Flint, MI #323
2. Laurel, MD #087
3. Jersey City, NJ #484

Western Region

1. Layton, UT #114
2. Bell, CA #446
3. Langley, BC #847

Leading Restaurants Company Wide

1. Layton, UT #114
2. Memphis, TN #970
3. Bell, CA #446
4. Flint, MI #323
5. Langley, BC #847





PURCHASING

STAPLES ORDERING SITE

Have you noticed?

There were some changes made to your Staples Office Supplies ordering site!

There is now a 'taxable/non-taxable drop down option in the ship-to section of your order:

Ship-To Location
Please select a Ship-To Location.

Sort by: Ship-To Location

Ship-To Locations:
CEC-031 (TYLER, TX)

You have selected:
CEC-031
CHUCK E CHEESES STORE# 031
740 W SW LOOP 323
DEL TO FRONT DOOR BETWEEN 11 6
TYLER, TX 75701
USA

OK

Important Message

You have selected:

CEC-031
CHUCK E CHEESES STORE# 031
740 W SW LOOP 323
DEL TO FRONT DOOR BETWEEN 11 6
TYLER, TX 75701

**Taxable shipping: all
office products purchases**

Ship-To Location
Please select a Ship-To Location.

Sort by: Ship-To Location

Ship-To Locations:
NT-031 (TYLER, TX)

You have selected:
NT-031
CHUCK E CHEESES STORE# 031
740 W SW LOOP 323
DEL TO FRONT DOOR BETWEEN 11 6
TYLER, TX 75701
USA

OK

You have selected:

NT-031
CHUCK E CHEESES STORE# 031
740 W SW LOOP 323
DEL TO FRONT DOOR BETWEEN 11 6
TYLER, TX 75701
USA

**Non-Taxable shipping:
coffee purchases only**

If you select taxable shipping and try to order coffee, or vice versa, you will receive the following message:

Per your organization's request, this item is blocked. [Learn more.](#)



Donut Shop Coffee, Keurig® K-Cup® Pods, Medium
Roast, 24 (6) (DIE00052101)

\$10.82 BX/24

Staples Item # 25417 | MFR Item #50052101 |
Customer Item # 25417

☐ Compare

Check Delivery Date

1

Add

Add to List

ON CONTRACT



Per your organization's request, this item is blocked. [Learn more.](#)

If you have any questions regarding this change, please contact purchasing@cecentertainment.com



RISK
MANAGEMENT

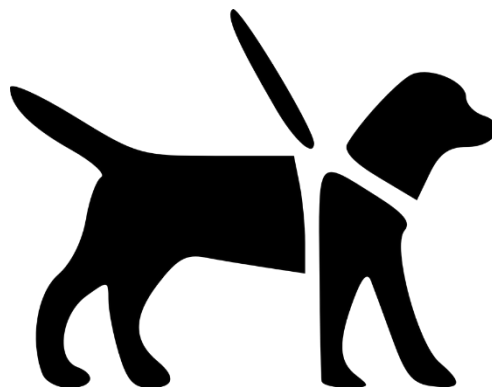
RISK management

Service Animal Policy

At Chuck E. Cheese's, we pride ourselves on being a family restaurant where a kid can be a kid, where parents can sit back and relax, and all can have fun quality family time.

Welcoming and accommodating guests with Service Animals is another way we can help all families enjoy their time in our restaurants. Please take the time to re-familiarize yourself, your Managers, and your Cast Members on Chuck E. Cheese's Service Animal Policy which can be found on the Sharepoint Communications Newsfeed [here](#)

If you have any other questions regarding our Service Animal Policy, please contact David Deck at ddeck@cecentertainment.com



MARKETING

Valentines Day OFFER

There is a special Valentine's Day offer coming up through DoorDash!

On Valentine's Day, February 14th, DoorDash Delivery fee will be waived!

What does this mean for you?

This is your opportunity to build your sales during the week, so please be sure you keep your tablets on and ready to accept orders!



Check it out!
News Coverage!

Castleton Chuck E. Cheese reopens as one of nation's first new-look locations

Sarah Bahr
INDIANAPOLIS TIMES

The mouse is back — but without his band.

The Castleton Chuck E. Cheese at 5550 E. 82nd St. reopened Jan. 17 to a tune more Bruce than Beach Boys after closing in July for renovations. The tricked-out playarea boasts a revamped menu and interactive dance floor — but ditched the robots.

The Castleton location is one of the first in the nation to debut the chain's nationwide rebranding, which includes more muted colors, Play Pianos in the place of tables and veggie platters in lieu of pizza.

"Parents won't even recognize (the new store) as the same store they grew up going to," Chuck E. Cheese said in an email announcement.

Here are four changes from the Chuck E. Cheese of your childhood.



Chuck E. Cheese reopened in Castleton this week, sans animatronics, revamps.

Chuck E. Cheese said adieu to the animatronics.

So long, Pajamas! The Pizza Chef and Juicy 'n' Juicy. Kids can interact with their live shows and hourly appearances by a live Chuck E. Cheese.

So what happened in the old band members? You won't find them on stage. Chuck E. Cheese policy is to destroy their characters once they're no longer in use, according to Alisa Ciccarelli.

Goodbye game tokens, hello Play Pianos.

Chuck E. Cheese switched tokens for the plastic game cards that let parents load the Play Pianos with a set amount of time, during which kids can play as many games as they want.

"All You Can Play" games start at 40 for 30 minutes, and time expires at the end of the day if it's purchased.

Parents can also load by points, meaning they can choose how many games they want their kid to be able to play. The pizzas are reusable, and unlimited points roll over the future visits.

The interior won't give you a headache.

The lights are brighter. The games, playground and party rooms are no longer as cluttered as the old locations. Outside, Chuck E. Cheese traded the red and purple awnings for red, green and grey brickwork. Inside, the red and teal dining room booths are now muted black and white tables that don't compete with the rainbow painted walls. And there are no more flaming lights.

Forget pepperoni, how about some Cali Alfredo pizza?

For most of its 42 years, Chuck E. Cheese's more than 300 franchises have been synonymous with games, slides, pizza and baskets of wings. But now the Castleton location is rolling out Cali Alfredo pizza, a salad bar, veggie platters and wings — a decidedly urban upgrade.

Local MidStar reporter Sarah Bahr at sbahr@midstar.com. Follow her on Twitter and Instagram @sarahbahr.



VERISAE TIPS

Avoid delays in service

When creating a work order, make sure your it is detailed and correct before completing your submission.

- Category choice** is important to avoid delays and additional service charges.
 - For example: Pick Roofing (category) and not Building (category) with ceiling (sub-category). This would send out a handyman and not a roofer.
 - Another example: picking electrical (category) and not signs (category) would send an electrician that might not have the proper equipment for the sign outage.
- Priority** should be picked and **double checked** as the last thing before hitting save. Priority can change as you fill out the work order. You don't want to send it as Routine if it is an Emergency or pay Emergency rates if it can wait until tomorrow.
- Description** of the issue helps the vendor tech be more prepared when dispatching.
- Vendor/provider** listed for service should be reviewed prior to submitting. This should not be blank. Having no vendor or the wrong vendor can delay service and cost you a trip charge.

If you have any questions regarding submitting work orders, please reach out to Gina Eldredge at geldredge@cecenterentertainment.com

Indi-Castleton, IN #096

Glen Burnie, MD #474



CHUCK E. CHEESE'S HOT JOBS



General Manager

421 ~ Costa Mesa, CA
428 ~ El Monte, CA
115 ~ Littleton, CO
434 ~ Sunrise, FL
869 ~ Columbus, GA

959 ~ Boise, ID
678 ~ Joliet, IL
963 ~ Lexington, KY
316 ~ Reno, NV
856 ~ Waco, TX

District Tech Manager

District Tech Manager

Sacramento, CA ~ 410

Tech Manager

108 ~ Redwood City, CA
329 ~ Citrus Heights, CA
373 ~ Gilroy, CA
414 ~ Murrieta, CA
784 ~ Vista, CA
463 ~ Waterbury, CT
778 ~ Naples, FL

804 ~ Jax Avenues, FL
615 ~ Fayetteville, GA
729 ~ Cumberland, GA
073 ~ Matteson, IL
963 ~ Lexington, KY
401 ~ Gaithersburg, MD
478 ~ Danvers, MA

752 ~ Methuen, MA
713 ~ Southgate, MI
568 ~ Lincoln, NB
891 ~ Tulsa, OK
417 ~ San Antonio Military, TX
857 ~ Sherman, TX
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Gilbert & Williams Field, AZ #1225

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions